

GENERAL GOVERNMENT CAPITAL IMPROVEMENT PROGRAM

Introduction to Program, Goals and Highlights

The General Government capital program includes two major project categories: technology and facilities. The budget development methodology and project descriptions are provided below.

Technology Project Prioritization Methodology

The 2006 Executive Proposed Budget contains requests for CIP appropriations of Information Technology (IT) projects. The IT projects included in the 2006 budget have been evaluated with a structured review process to validate alignment with the Strategic Technology Plan's investment criteria, evaluate the value propositions, and assess project and operating risks. The IT review included initial conceptual presentations and provided early Chief Information Officer (CIO) direction for budget submittals. The review of IT budget requests was coordinated with Technology Governance and was presented to the CIO for recommendations.

There are four IT primary goals used to categorize projects. These goals are:

1) accountability, 2) customer service/accessibility, 3) efficiency, and 4) risk management. Each IT project is categorized by a primary goal alignment. The evaluation of each project is based on the potential achievement of meeting the stated measurable business objectives and specific benefits aligned with the primary goal. The review process includes an evaluation of project risks and operating risks, plan of work, approach, and timeline.

This review also yields a high level understanding of significant technical aspects of the proposed IT project such as architecture and interoperability, affect on current IT environment, alternatives, and feasibility. This analysis forms the basis for the establishment of specific CIO recommendations and conditions concerning the Governance requirements for each project.

CIP IT projects aligned to the primary goal of efficiency are evaluated based on the completion of a Cost/Benefit Analysis (CBA). The CBA uses a Net Present Value (NPV) method of comparing future cash flows expected from an IT investment to the expected cash outflow of the investment.

Facilities Project Prioritization Methodology

The Facilities Management Division (FMD) coordinated the building facilities CIP submittal process. Capital Planning and Development Division managers and staff engaged client agencies in early discussions about their capital needs. As a result, the projects proposed for funding were selected through a collaborative effort of the Current Expense funded agencies. This approach provided a forum for agencies competing for scarce resources to evaluate capital needs countywide and prioritize projects that will address the most critical needs.

The General Government Capital Program proposed for 2006 totals approximately \$97.5 million and includes retirement of \$36 million of bond anticipation notes used for interim financing on

various capital improvements for King County facilities, capital projects that support the Major Maintenance Program and appropriation authority for Long Term Leases.

For the year 2006, the Facility Management Division Capital Program includes:

- Remodel and tenant improvement projects that will improve the working environment in the interest of employee and public health and life safety.
- Projects that either upgrade existing county facilities to bring them into code compliance or maintain the structural integrity of facilities and tenant improvement projects that will result in a more efficient working environment.
- Remodeling projects that respond to the Americans with Disabilities Act to ensure that all county facilities are accessible.

The General Government Capital Program is funded by a variety of sources: Current Expense, unobligated fund balance in existing bond funds, and bond funding.

Asset Preservation – Major Maintenance Reserve Fund

General Fund major maintenance projects are selected by scheduled year of replacement (based on age and life expectancy of the system), critical nature of the facility, and the condition of the system. These factors are used to determine the priority ranking for any given year. After the final ranking, the design of the system and product selection are based on a 20 year life cycle cost analysis that factors initial cost, replacement cost, and ongoing energy and maintenance cost to determine the present value of all alternatives. The system with the lowest present value is then selected to be incorporated into the final design.

The Major Maintenance Program managed by the Facilities Management Division (FMD) provides funds for the periodic replacement and repair of county owned building systems and components on the 18 buildings maintained by FMD. In 2006, the Major Maintenance Program continues the investment in these facilities by funding approximately \$11 million in projects in 18 buildings. The budget authority is allocated to the following categories: exterior finishes – 19%, interior finishes – 11%, plumbing – 2%, HVAC – 12%, electrical – 41%, site work – 5%, contingency – 5% and debt service – 6%. The Major Maintenance Program in 2006 is fully funded as defined in Ordinance 14743 adopted by the King County Council in 2003.

General Government Capital Program

Agency	Project Name	2006 Executive Proposed Budget	Continuation of Existing Project
Technology			
OIRM	Agency Technology Plans	30,000	
OIRM	Countywide IT Asset Management	225,496	X
OIRM	IT Operations - Performance Measurement	65,000	X
OIRM	IT Projects - Performance Measurement	65,000	X
OIRM	Electronic Data Retrieval	25,000	
DES Finance	Benefit Health Information Project	2,127,903	X
DES-E911	E-911 - Database System Upgrade	2,371,472	X
DES-REALS	Electronic Records Management System	740,472	
DES-REALS	Electronic Excise Tax Submission/Processing (eREET)	150,000	
DES-ITS	DES ITS: Voicemail Replacement Project	75,000	X
OIRM	Information Security and Privacy	915,010	X
OIRM	IT Project Management	50,000	X
OIRM	Network Infrastructure Optimization	352,746	X
Facilities			
FMD	Space Planning and Analysis	190,000	
FMD	Relamping of Light Fixtures	100,452	
FMD	Major Maintenance Program	10,916,918	
FMD	Accessibility Project Allocations	103,525	X
FMD	Countywide ADA Survey	156,000	
FMD	Security Allocation	88,709	
FMD	Courthouse Park Security Enhancements	53,828	
Technology		7,193,099	
Facilities		11,609,432	
Total		18,802,531	

2006 General Government Technology Project Highlights

Transition Fund/Central Rate Projects:

OIRM: Agency Technology Plans - 2006 Budget Request \$30,000

Information technology management in King County is distributed throughout the agencies. Individual agencies need technology plans to align their technology investments and operations with their agency business plans and to align with the countywide strategic technology plan.

This project would provide training to agencies to assist them in developing and managing their agency technology plans. Agencies will understand how to develop and update their technology plans.

OIRM: Electronic Data Retrieval - 2006 Budget Request \$25,000

This project will fund a review and study of potential automated systems to index information subject to public disclosure and that provide a method of efficient search and retrieval of information stored electronically.

OIRM: Information Security and Privacy Program - 2006 Budget Request \$915,010

The Information Security and Privacy program began in 2003 with the goal of securing county information and systems by making employee security and privacy protection roles clear, providing for training and awareness, and implementing policies, procedures, and improvements. The expectation was that (1) employees would know their roles and duties related to information technology security and protection of privacy rights, and (2) policies, standards, and improvements would be in place to address information technology security and privacy rights protection deficiencies (for example, compliance with HIPAA regulations and responding to Homeland Security). Work that has been accomplished to date includes:

- Through training courses and policies, employee roles for security and privacy are being made clear.
- Sixteen different security and privacy training courses each have been offered since fall 2003. All agencies have participated in training, with more than 1,300 attendees.
- Three information security privacy policies were adopted by technology governance in 2004 and early 2005.
- The chief information security and privacy officer position was created and filled in 2005.
- Security improvements are also being addressed through best practices and standardized tools:
- A security advisory report geared towards improvements in people, processes and technology was provided agencies in 2005.
- Security tools have been selected for deployment by agencies in 2005-2006.

Significant progress has been made in reaching these goals, but there is more to be done than originally envisioned. In 2006, the Information Security and Privacy Program plans to select and implement security compliance, management, monitoring and reporting systems; continue deploying tools, providing training, developing and implementing policies, standards, guidelines and methods; and complete corrective actions to address identified risks and liabilities pertaining to sensitive information.

OIRM: IT Asset Management - 2006 Budget Request \$225,496

This project will produce countywide asset management policies along with guidelines and standards covering the reporting and management of IT assets. This project also has a technology component that in 2006 will consolidate IT asset information provided by agencies and deliver a countywide summary report of all technology assets.

The scope of this project includes:

- Development, approval and activation of countywide IT Asset Management (ITAM) guidelines, policies and standards
- Selection and management of a vendor to develop and implement the technical solution that will collect, consolidate, and report IT asset information from the various agency systems or processes. The solution will include functions for data refresh or update to enable ongoing reporting of countywide IT asset information.
- Establish the on-going operation of the technical solution so that agencies provide inventory data on a reasonable and known schedule and are provided reports to assist them with equipment replacement and annual technology plans.

- Determination and implementation of performance measures of the effectiveness of this project (post project, one time metrics) and the on-going operation of the solution.

OIRM: IT Performance Measurement - 2006 Budget Request \$130,000

This project will identify appropriate information technology project and operational metrics that will be collected consistently throughout the county. It will then implement the processes that will be followed in order to collect all project and operational measurements and roll them up into departmental and countywide totals. Information will then be used as part of the annual technology report and to set target performance levels for projects and operations at a countywide level going forward.

OIRM: IT Project Management - 2006 Request \$50,000

Projects with substantial technology components are becoming a primary means for King County to effect service levels and organizational changes. In this time of tight budgets, ensuring that each project has the highest probability of succeeding is imperative. Training project managers, project sponsors and project steering committees on best practices related to project management is the most important step in improving overall project performance.

OIRM: Network Infrastructure Optimization (NIO) - Transition to Integrated Voice, Video, and Data Network - 2006 Budget Request \$352,746

This project will guide the transformation of the county's aging and obsolete voice and data network environment into a cost-effective, reliable, and secure network service infrastructure. This continues the Network Infrastructure Optimization (NIO) Program which began in 2003

Non-CX Funded Projects:

DES: Finance – Benefit Health Information Project (BHIP) - 2006 Budget Request \$2,127,472

The Benefit Health Information Project was initiated in 2005 with the majority of the work scheduled for completion in 2005 and 2006. A small amount of project budget will be carried over into the first quarter of 2007. In 2005 the Business Case was approved by the King County Project Review Board and the County Council. The 2006 budget request is consistent with the planned scope and schedule described in the Business Case.

BHIP has several subprojects – Online Enrollment Pilot, Wellness Assessment Vendor Implementation, Employee Self Service, PeopleSoft Portal, Online Open Enrollment Alternatives, and 2007 Open Enrollment. Two of the subprojects (Online Enrollment Pilot and Wellness Assessment Vendor Implementation) are in Implementation Planning and Development while Analysis and Design continues on the other four for implementation throughout 2006.

DES: ITS - Voice Mail System Replacement - 2006 Budget Request \$75,000

The existing Pulse Point voice mail system that serves approximately two-thirds of the county's voice mail users continues to experience intermittent performance problems. Display of message status lights is inconsistent and there have been reports of lost or delayed message delivery. The system reached end of sales status during the early 1990's and long-term vendor

maintenance support is questionable. Vendor support through 2006 has only just recently been assured. The current system is limited in scalability and functionality.

The first step in assessing replacement options will be the development of a business case that will further document current status, examine alternatives consistent with the Network Infrastructure Optimization project goals and objectives, and provide a recommended course of action. This first phase of the project will be led by OIRM staff with active ITS and other key stakeholder participation.

ITS will likely seek implementation funding for the replacement system later in 2006, if the business case supports replacement, given the age and status of the voice mail system.

DES: OEM - E-911 Database System Upgrade - 2006 Budget Request \$2,127,472

The upgrade of the network used to deliver data to the PSAPs is in progress with Qwest. The network to the majority of PSAPs will be complete by fourth quarter, 2005. The cutover to the new network to a few PSAPs may be delayed until first quarter 2006 in order to coordinate with other work that is being done on the E-911 network. This schedule delay will not affect the overall schedule of the project.

DES: REALS - Electronic Excise Tax Submission and Processing - 2006 Budget Request \$150,000

The State sought and received, in the 2005 legislative session, a funding source to automate the collection, statewide, of the real estate excise tax (REET). Monies were earmarked for the State to develop and implement an automated system for processing REET, and for the counties to develop automated systems that interact with the State system.

This request is to modify the existing recording system and enhance the existing system to provide the required interface with the Department of Revenue's automated REET system and automate with improved efficiency the existing Recorder's Office REET system.

DES: REALS - Electronic Records Management System - 2006 Budget Request \$740,472

This project proposes developing a central repository for the management and retention of Public Records. The project will include implementing an electronic records management system (ERMS) within the REALS Division of the Department of Executive Services.

Following a successful implementation, the system will be rolled out County-wide in a phased approach. Development of policies, procedures, and standards, as well as employee education on Public Records management is included in this project. The scope of the project encompasses Public Records created on individual user's workstations, digital imaging of Public Records created in paper format, web records, migration of the County Records Center inventory database for the management of hard copy records in inactive storage, importation of electronic Public Records created on third-party systems, and a digital imaging program for the King County Archives. This project also encompasses the re-establishment of the County's Electronic Records Committee to provide guidance on the development of policies and procedures, and to recommend a course of action for managing the proliferation of records management technology throughout the County.

In addition to a focus on electronic records retention and archiving (i.e., the middle and end of the document lifecycle) this proposal will incorporate an assessment of the County's business need for document management as well (the beginning of the document lifecycle). This assessment is being performed in order to deliver a business case recommending a comprehensive course of action for the County to address its need for document management, electronic public record management and both electronic and paper archived document inventory management. Following PRB approval of the recommended comprehensive course of action, the solution proposed for management of the County's electronic records will be implemented as a deliverable of this project. Completion of separate projects to implement the document management and archive management solutions will eventually provide the county with an integrated, comprehensive countywide document/records management solution.

2006 General Government Facilities Project Highlights

Space Planning Analysis – 2006 Requested Budget \$190,000

The scope of work for this project is to update the 2004 space plan, document the existing square footage in FMD managed facilities and non-FMD and leased facilities, develop seismic standards for inclusion in the space plan, and develop a work plan to analyze department adjacency requirements. Additional work will also include tasks to monitor the Superior Court targeted Operation Master Plan. FMD will also develop a building program and relocation analysis for the long term relocation of the Executive, Department of Executive Services Administration, BRED and OIRM from leased space to owned space and provide an alternative analysis regarding an ultra security courtroom.

Major Maintenance Program – 2006 Requested Budget \$10,916,918

The Major Maintenance Program managed by the Facilities Management Division (FMD) provides funds for the periodic replacement and repair of county owned building systems and components on the 34 buildings maintained by FMD. In 2006, the Major Maintenance Program continues the investment in these facilities by funding approximately \$11 million in projects in 18 buildings. The budget authority is allocated to the following categories: exterior finishes – 19%, interior finishes – 11%, plumbing – 2%, HVAC – 12%, electrical – 41%, site work – 5%, contingency – 5% and debt service – 6%. The Major Maintenance Program in 2006 is fully funded as defined in Ordinance 14743 adopted by the County Council in 2003.

Accessibility Project Allocation – 2006 Requested Budget \$103,525

This project will fund the high priority items identified in the 2002 Americans with Disabilities Act survey that included the district court and public health center facilities. This work will include revising curb ramps, sidewalks, stairs and other items to ensure that the public can enter these facilities. Future funding over the next six years is planned to complete the remaining work identified in the report.

Countywide Americans with Disabilities Act Survey – 2006 Requested Budget \$136,991

The project completes the Americans with Disabilities Act assessment that was partially completed by Endelman & Associates, by inspecting the remaining nineteen County facilities. This inspection will determine the required fixes and associated costs to bring those facilities up to code regarding the Americans with Disabilities Act.

Security Enhancement – 2006 Requested Budget \$88,709

This project will provide for building facility security equipment purchase and installation at priority locations. This equipment will include door access controls, fixed video cameras with automated detection monitoring, remote control video cameras, and real-time remote security monitoring and post incident review capability.

Courthouse Park Security Enhancement – 2006 Requested Budget \$53,828

The project will provide security enhancements to the south side of the courthouse to provide better coverage of the park and increase safety as recommended by the Pioneer Square Citizens Advisory Group. This will include the installation of cameras placed strategically throughout the park.

The General Government Capital Program for 2006 also includes \$36,000,000 of budget authority to retire bond anticipation notes and \$27,441,529 of budget authority to facilitate the FMD Property Service payment for long term leases on a reimbursable basis from the County agencies in leased space.